| 1 | 2 | 3 | 4 | 5 | 6 |
|---|---|---|---|---|---|
| 9 | Bundi | 339 | 217924 | 10 | 10242 |
| 10 | Chittorgarh | 686 | 388432 | 30 | 21558 |
| 11 | Churu | 1513 | 936269 | 33 | 46550 |
| 12 | Dausa | 141 | 193595 | 13 | 12006 |
| 13 | Dholpur | 160 | 157323 | 6 | 9452 |
| 14 | Dungarpur | 325 | 163232 | 12 | 9460 |
| 15 | Hanumangarh | 73 | 403276 | 14 | 18814 |
| 16 | Jaipur | 645 | 615641 | 34 | 33109 |
| 17 | Jaisalmer | 2404 | 1686870 | 79 | 80000 |
| 18 | Jalore | 1283 | 641401 | 29 | 33647 |
| 19 | Jhalawar | 548 | 336384 | 36 | 15659 |
| 20 | Jhunjhunu | 631 | 348415 | 27 | 20490 |
| 21 | Jodhpur | 2367 | 1568999 | 89 | 82000 |
| 22 | Karouli | 275 | 222704 | 8 | 11139 |
| 23 | Kota | 149 | 176980 | 5 | 10223 |
| 24 | Nagour | 1855 | 1137210 | 48 | 58082 |
| 25 | Pali | 736 | 657541 | 44 | 40500 |
| 26 | Pratapgarh | figures included in Chittor | figures included in Chittor | 7 | 5247 |
| 27 | Rajsamand | 285 | 168215 | 21 | 9993 |
| 28 | S. Madhopur | 390 | 291048 | 26 | 15251 |
| 29 | Sikar | 815 | 467504 | 34 | 25665 |
| 30 | Sirohi | 281 | 224133 | 18 | 10232 |
| 31 | Tonk | 392 | 409528 | 18 | 21028 |
| 32 | Udaipur | 1218 | 303175 | 22 | 16071 |
| | TOTAL | 26655 | 17300279 | 977 | 925599 |

* Note: - In Western Rajasthan where there are non distinguishable drainage lines *i.e.* watersheds can not be delinated, the development unit for rainfed areas is cluster (village / group of villages).

**Quality of food supplied in trains**

*435. SHRIMATI MOHSINA KIDWAI:

SHRIMATI SHOBHANA BHARTIA:

Will the Minister of RAILWAYS be pleased to state:

(a) whether Government is aware that the quality of food/snacks available at railway platforms and in trains is highly unhygienic;

(b) if so, the facts and details thereof;

(c) whether regular inspections are not carried out by railway authorities to check food quality at platforms and in trains; and

(d) if so, the steps contemplated by Government to ensure availability of quality food in trains as well as at railway platforms?

THE MINISTER OF RAILWAYS (KUMARI MAMATA BANERJEE): (a) to (d) Improvement in catering services is an ongoing process. This includes maintenance of hygiene, standard and quality of food, introduction of good quality packaging, revision of menu, procurement of raw material from approved/quality sources, etc. Regular as well as surprise checks are conducted by the railway administration to monitor the catering services and remedial actions are taken.

Steps taken by Railways to ensure food quality, hygiene and nutritional content of food, etc. are as under:-

(i) The Food and Health Inspectors of Zonal Railways regularly take samples for verification under Prevention of Food Adulteration Act (PFA).

(ii) A central control has been setup by IRCTC at New Delhi to monitor the quality of catering services. This is equipped with phone, Fax, PC with broadband internet connectivity and scanner and is operational round the clock.

(iii) On-line Complaint Management system has been introduced to facilitate online lodging of complaints by logging on IRCTC's website at www.irctc.com.

(iv) A national toll free number 1800-111-139 has been launched for lodging of complaints by passengers. Facilities of receipt of complaint through SMS are under process of implementation.

(v) Food audit is being done in various areas including premium trains, base kitchens and food plazas.

(vi) A number of special drives have been conducted on premium trains, base kitchens, food plazas and other units through officers and Quality Control Professionals (QCPs) so as to improve quality of catering services. Punitive steps *e.g.* warning, fines, termination, etc. have been taken against defaulters.

(vii) Customer satisfaction surveys are conducted through reputed independent agencies such as IMRB International.

However, complaints on quality of food supplied to the passengers continue to be received. In order to further revamp the quality of services, the catering policy is being reviewed.

**Dumping of steel by China and East-European countries**

*436. SHRI NARESH GUJRAL:

SHRI N. K. SINGH:

Will the Minister of STEEL be pleased to state: